STATE OF WASHINGTON

MILITARY DEPARTMENT
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State Enhanced 9-1-1
Advisory Committee
Meeting Minutes
March 17, 2005

Members Present:
Chair, Chris Fischer, *Association of Public-Safety Communications Officials (APCO)*
Mike Akin, *Washington State Association of Cities - East*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
JoAnn Boggs, *Washington State Emergency Management Association (WSEMA)*
Joseph Coultman, *WA State Council of Fire Fighters & Fire Protection Policy Board*
Jack Cvitanovic, *Department of Health*
Marlys Davis, *King County*
Dick Dickinson, *Wireless Carrier*
Stephanie Fritts, *Rural Counties - West*
Jon Kaino, *Washington State Association of Counties - West*
Marty Knorr, *Washington State Patrol (WSP)*
Steve Lich, *Washington Fire Commissioners Association*
Chris Mace, *Washington Association of Sheriff's and Police Chiefs*
Lynn Mell, *Wireless Carrier*
Lorlee Mizell, *Urban Counties - East*
Greg Partch, *Washington State Association of Counties -East*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Markus Volke, *Qwest*
Deb Welsh, *Urban Counties - West*

Alternate Members Present:
Dave Carlberg, *Washington State Association of Fire Chiefs*
Diane Carlson, *Verizon*
Steve Reinke, *Rural Counties - East*
Patti VonBargen, *Association of Washington Cities - West*

Guests Present:
Pam Boad *(Mason)*, Ben Keller *(Garfield)*, Keith Flewelling *(Clark)*, Deanna Wells *(Cowlitz)*, Kathy Miller *(Qwest)*, Pam Sieber *(Snohomish)*, Kim Scott *(Okanogan)* and Kevin Sibbitt *(Ft. Lewis Fire)*.

County Coordinators Present:
Kellie Ottmar *(Adams)*, Dan Hally *(Asotin)*, Wendy Perry *(Chelan)*, Naomi Riggins *(Clallam)*, Roger Trump *(Columbia)*, Cindy Barnd *(Cowlitz)*, Terri Thornberry *(Douglas)*, Rose Parr *(Ferry)*, Virginia Boyd *(Garfield)*, Peggy Fouts *(Grays Harbor)*, Tom Shaughnessy *(Island)*, **Marlys Davis** *(King)*, Richard Kirton *(Kitsap)*, **Steve Reinke** *(Kittitas)*, Shirley Chapple *(Klickitat)*, Kate Rico *(Lewis)*, **Mike Akin** *(Mason)*, David Rodriguez *(Okanogan)*, **Stephanie Fritts** *(Pacific)*, **JoAnn Boggs** *(Pend Oreille)*, Jim Ricks *(San Juan)*, **Deb Welsh** *(Skagit)*, Debby McCanna *(Stevens)*, **Jim**

Quackenbush (Thurston), Dan Bardsley *(Wahkiakum),* **Dan Aycock** *(Walla Walla),* David Doll *(Whatcom),* **Patti VonBargen** *(Whitman),* and Wayne Wantland (Yakima).

State Office Staff Present:
Bob Oenning, David Irwin, Catherine Bartholomew, William Boyd, Kurt Hardin, Blessing Guillermo and Teresa Lewis.

Welcome and Introductions:
Chris Fischer called the meeting to order at 9:30 a.m. Members and guests introduced themselves.

Review and Approval of the Minutes (February 17, 2005): **Mike Akin motioned to approve the minutes from the February 17, 2005 meeting as written. Jim Quackenbush seconded the motion. The motion carried.**

Old Business:
From the February 17 meeting - A question was raised about the recommendations from the Training Steering committee regarding training software. Chris Fischer stated that she would find out the status of this issue and report back to the Advisory Committee. Chris Fischer reported the Training Steering committee met right after the February Advisory Committee meeting to discuss what the training monies should or should not pay for. The committee took the position to include Emergency Medical Dispatch (EMD) modules as fundable out of the training monies. The committee also decided that Quality Assurance/Improvement (QA/QI) and Daily Observation Reports (DOR) for Communications Training Officer (CTO) should not be paid for with these funds, as this type of software is an administrative cost.

Steve Reinke stated that DOR software is a coaching mechanism for new hires to explain how training is going (what is working, what is not and where the areas are that need improvement). In the past, training software has been eligible. Reinke would like to have this continued for a reasonable, inexpensive annual maintenance contract. Reinke would also like to see Emergency Medical Dispatch Quality Improvement (EMD QI) software added to the software list that is eligible with training monies. Reinke explained the importance of quality assurance software to the PSAP for liability issues. Reinke said this type of training software has been purchased with training money in the past and he would like to see this continue with the maintenance of these software programs to be supported with a maintenance contract.

Reinke asked the Advisory Committee to make an exception to the Training Steering Committee's recommendation on these types of software, making them eligible for the counties to purchase with training funds. Jim Quackenbush, Dan Aycock, Patti VonBargen, Deb Welsh, JoAnn Boggs, and Wayne Wantland supported the recommendation. **Steve Reinke motioned to have CTO evaluation, EMD QI, as well as, any other software a county deems useful for training eligible for reimbursement with training monies. In a policy that eventually evolves from this motion (if approved) would be that the State Office reserves the right to review software requests as reasonable and approve them. Patti VonBargen seconded the motion.** Discussion ensued regarding the motion. **The motion passed.**

Bob Oenning updated the Advisory Committee on the status of the CAD Policy. Oenning stated that it is still in the review stage. Oenning stated that in the review process he discovered the price of the EMD software is astronomical. Oenning is currently working with the Department of Health (Jack Cvitanovic) to investigate the potential for a statewide contract for this specific software to work in conjunction with the medical directors of the state. Jack Cvitanovic reported that a meeting with the State Medical Directors to discuss this issue and seek their endorsement of a statewide contract has been scheduled for June 6, 2005 in Yakima, WA. A question posed by the counties is, "Will the CAD policy be in place before the new contracts are issued?" Oenning stated that a decision would not be made before contracts go out this year; therefore it is unlikely to be a part of the 2006 contracts.

Bob Oenning reported on the US Department of Transportation (DOT) 9-1-1 Initiative. He stated DOT has been very interested in public safety issues for a long time. DOT has a current goal of 'No loss of life due to automobile accidents'. Oenning reported that DOT is going to become a player in the 911-system

enhancement, particularly with the movement of data. DOT is planning some initiatives to get this movement started. Jim Quackenbush requested the State Office be cautious about allowing DOT to drive too much data to the PSAP centers, which are already overwhelmed with the amount of data they receive and the liability factors with receiving that amount of data. DOT put out a Request for Information (RFI) regarding this issue with a deadline of May 1, 2005. Bob Oenning sent this RFI out to the counties, but will resend it again. *(Email out on 2/24/05; 3/18/05 and 4/13/05)* Comments can either be sent directly to DOT or to Penelope Cassidy with the State Office at P.Cassidy@emd.wa.gov by no later than April 15, 2005. Discussion and concern ensued regarding this issue. There was a request to invite DOT to have a member join the E911 Advisory Committee.

SUBCOMMITTEE REPORTS:
Wireless – Marlys Davis, King County E911 Coordinator:
FCC Report – William Boyd of the State E911 Office presented the FCC report for March 17, 2005 *[ENCL 1]*.

Phase I & II Service Agreements – Marlys Davis reported that Cingular has a new service agreement that deals with the merger with AT&T Wireless. Davis stated that the cost recovery exhibits would need to be changed to accommodate the new policies coming from the State Office. Counties have reported they have sent service agreements to carriers with no response. The State Office has advised counties to resend the service agreements monthly (this can also be done via email) so they have a written tracking document showing a good-faith effort on the part of the county in attempting to acquire a signed service agreement with the wireless carrier.

The State Office is currently seeking an Attorney General's Office for an opinion in determining if those counties that did not place their Phase II orders, would be eligible to receive direct or indirect funding from the State Office. Currently only six out of a possible 39 counties have signed service agreements are in place. Marlys stated that the wireless carriers are concerned about this due to cost recovery and implementation deadlines.

Cost Recovery – Marlys Davis reported the State Office is finalizing the contract to send out to wireless carriers. The State Office has added a confidentiality section to the contract about, sharing information on subscriber counts and keeping that information confidential. The State Office is also asking for an Attorney General's opinion on cost recovery to determine if carriers would be eligible to receive cost recovery in counties where they do not have a signed service agreement in place. Wireless carriers have been told they may not use national averages and divide by 50; they have to submit Washington State costs, with a potential cap of $.10 per subscriber.

Phase I Class of Service – Marlys Davis handed out the Washington State E-911 Wireless Class of Service Status *[ENCL 4]*. Davis stated that Phase I implemented carriers should show a W for WRLS (first column). On the chart, if carriers are Phase I and/or Phase II implemented they should show a G for WPH1 (final column). All the P-ANI ranges that show an X for cell or 8 for mobile are errors in the system and are currently being worked on. Intrado has provided a list of all the P-ANI ranges that currently have an incorrect class of service codes. This list was passed on to the wireless carriers and counties. While the carriers have made some corrections regarding this issue, it is not fully completed at this time. Counties were informed that once Phase II has been implemented, they should only see the WPH1 and WPH2 classes of service. If they see X=CELL or 8=MOBILE, that indicates a system problem and should be reported to the wireless carrier.

Marlys Davis reported the State Office has created a new joint spreadsheet with Phase I, Phase II and Service Agreements all on one page. This will be handed out at the next Advisory Committee for input on whether they like the new sheet versus the old one. Kurt Hardin presented the Phase I *[ENCL 2]* and Phase II *[ENCL 3]* county status color charts. It was requested the counties inform the State Office when a new wireless carrier offers service in their county. Information updates should be forwarded to Blessing

Guillermo of the State E911 Office by email to B.Guillermo@emd.wa.gov. This information may also be accessed on the state agency website located at: http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm. Hardin stated that with the exception of five counties Phase II should be implemented by June 30, 2005 with or without signed service agreements. If a county and/or carrier is having problems and are talking about implementation extensions, that issue is between the carrier and the county. The State Office is willing to assist if needed, but the county grants the extension to the carrier, not the State Office. Kurt Hardin will confirm whether or not Qwest wireless has merged with Sprint. Once that has been confirmed Qwest wireless will be merged with Sprint into one column.

The State Office will issue a news release on Phase II implementation in July 2005, it is anticipated that 34 of the 39 counties will be fully Phase II implemented at that time.

VoIP – Marlys Davis discussed the Vonage letters sent to King County, with copies to all legislators at the state and national level, as well as to the FCC. It was requested at the February meeting that the Advisory Committee send a letter *[ENCL 5]* to the legislators regarding this issue. That letter was sent to Representative Frank Chopp, Chair of the House Rules Committee on February 25, 2005.

Regionalization WAC Workgroup – Steve Reinke, Kittitas County E911 Coordinator:
Steve Reinke presented recommended changes to the Regionalization Washington Administrative Codes (WAC) Language 118-69-050 County Regional PSAP Requirements *[ENCL 6]*. This is the final version with the recommendations to the Advisory Committee minus the information added after paragraph three. The State Office added all items after paragraph three. Kurt Hardin addressed the added language to the WAC. The items that were added after paragraph three are items that were taken out of the Regionalization Policy. Kurt asked for comments to be submitted to the State Office within the next week. The next step is to forward it to the Attorney General's Office for agreement. It will then be sent to the Code Revisor's Office for adoption. The State Office would like to have this in place by July 1, 2005. *Jim Quackenbush motioned to adopt the recommendations of the Regionalization WAC workgroup as amended by the State Office as presented. Dan Aycock seconded the motion.*

Discussion ensued regarding the motion.

Stephanie Fritts asked the question – "If a county received money for implementation and then decided to regionalize with another PSAP, are they eligible for funding a second implementation of a regionalized PSAP?" Kurt Hardin responded, saying the regionalized PSAP is eligible for implementation funding based on a cost savings over a three-year period for the items listed in the WAC.

Wayne Wantland stated that dollar figures attached to WAC eligible items might not be realistic in a couple of years. Marlys Davis expressed her concern about non-911 items on the implementation WAC list and further stated that the PSAPs currently do not have enough funding for upgrades to the systems to keep 911 going in the future. She indicated there was a lot of controversy in the past with funding of non-911 items. Marlys would like to see the first five items on the list be removed.

Peggy Fouts asked if the dollar figure is correct in the last bullet item under paragraph three, subsection (i) *Telecommunicator/answering position furniture not to exceed $1,500 per position*? Kurt Hardin stated that he would confirm this amount and correct if necessary.

Stephanie Fritts stated that the Rural Counties – West would like to caucus. Deb Welsh raised a concern about the dollar amounts being in the WAC and wanted to clarify that the motion includes the dollar figures. Chris Fischer indicated 'Yes' the motion includes the dollar figures attached to the list of eligible implementation items. Chris Fischer announced that there would be a caucus for 15 minutes and upon return there would be a vote for, vote against, or to amend motion. *Upon return from caucus the question was called for and the motion failed.*

Deb Welsh motioned to accept the recommendations of the Regionalization WAC workgroup as amended by the State Office with the exception that the dollars amounts be removed from the eligible

implementation items and the State Office provide a policy that will delineate those dollar amounts. Jim Quackenbush seconded the motion. By a voice vote the motioned failed.

Jon Kaino motioned to bring the Regionalization WAC workgroup recommended WAC language as amended by the State Office to the April Advisory Committee meeting for another vote. Dan Aycock seconded the motion.

Discussion ensued.

Stephanie Fritts asked, "What is the WAC workgroup going to do if they have already completed their task?" Jim Quackenbush stated that he would like to see some action taken on the language recommendations by the Regionalization WAC workgroup as amended by the State Office, not dealing with anything after paragraph three. The original reason for this language was to allow the three PSAPs, that are already regionalized, the ability to work directly with the State Office. ***Dan Aycock retracted his second to Jon Kaino's motion. Steve Reinke seconded the motion made by Jon Kaino.***

Discussion ensued.

Jim Quackenbush directed his question to Bob Oenning. "If the recommendations from the Regionalization WAC workgroup as amended by the State Office are brought back to the April meeting for another vote, do we still fall in the timeline of having enough time to get this WAC adopted by the July deadline?" Oenning responded that he believes so, if an expedited WAC is filed which takes place immediately. That would mean the entire WAC process would still have to be adopted formally.

Chris Fischer recapped the concerns as follows:
- ➢ a dollar amount still attached to the implementation items and
- ➢ the details under paragraph three being included in the WAC versus a policy, as it is currently.

Fischer stated if this motion passes and is brought back to the April meeting for another vote, expectations of some alternatives to these concerns need to be brought back as well, instead of the recommendations failing altogether. Jim Quackenbush asked the question, "Does the State Office have an issue with accepting the recommendations of the Regionalization WAC workgroup without the dollar figures attached to the implementation items, but instead having the dollar figures placed into policy?" Bob Oenning stated no, but there would be a timing issue. The dollar figures could be placed into a policy. ***The question was called. The motion passed, with two opposed.***

STATE OFFICE REPORTS:
Financial Status:
Catherine Bartholomew of the State E911 Office reported on the current financial status of the State Office. The first two slides show county contract spending status. The Fund Fiscal Year-to-Date slide *[ENCL 7]* shows the current overall budget status. This is a new slide requested by the Advisory Committee Enhanced 911 Account (03F) Fund Balance for 1/31/05 Slide *[ENCL 8]* details the overall estimated funds going into and out of the E911 fund.

Legislative Issues:
911 Legislation – Bob Oenning reported that the Federal House Joint Memorial 4001, which creates standards for VoIP providers for the safety of its users and the 911 PSAPs, failed.

Washington State's Senate Bill 5749 -- addresses PBXs and calls for an annual review of the technologies. Oenning reported it failed to pass the Legislature.

Bill Tracking - Oenning provided the website for tracking legislative bills http://www.leg.wa.gov or http://www.leg.wa.gov/wsladm.billinfo1/status.cfm?year=2005 for checking the daily status of specific bills. An individual may also create a personalized bill tracking system by going to http://www.leg.wa.gov/wsladm/billinfo1/bills.cfm.

New Business:
Marlys Davis reported that King County has asked the Utilities and Transportation Commission (WUTC) for assistance in working on ALI Database maintenance. King County is seeing a high number of errors that are not resolved by the telephone companies within the legal specified time frames. King County is assembling documentation of errors by company. Davis currently has around 189 outstanding errors. The meeting with the WUTC is set for Wednesday, April 20 at 10:30 a.m. WAC 480-120-450 requires the companies to comply within two-day and five-day update cycles for changes in the ALI database. The Commission would like to address this issue to prevent a formal complaint from being filed.

Chris Fischer asked to recognize Virginia Boyd of Garfield County for her quick action in support of a law enforcement situation. Ben Keller explained that there had been a homicide in Asotin County on March 5 (Saturday). Virginia had been in the office dealing with paper work, when the call came in around 2:00 p.m. regarding a homicide in Asotin County. Virginia left the office, stopped to get groceries and called 9-1-1 around 4:30 p.m. to report a suspicious female at the pay phone located in front of the store. The Sheriff's Office responded to the scene and noticed the suspect's vehicle reported from the homicide was in the parking lot. They contacted the female and subsequently had two homicide suspects in custody because of Virginia's quick thinking. Both suspects' were taken into custody within 15 minutes of Virginia's 9-1-1 call and about two hours of the call being put out by Asotin County.

The next E911 Advisory Committee meeting is set for THURSDAY, APRIL 21, 2005 at THE RADISSON SEATAC HOTEL.

ACTION ITEMS from March 17, 2005 meeting:

♦ *Mike Akin motioned to approve the minutes from the February 17, 2005 meeting as written. Jim Quackenbush seconded the motion. The motion carried.*

♦ *Chris Fischer stated that she would find out the status of this issue and report back to the Advisory Committee. (regarding the recommendations from the Training Steering committee on training software).* The position the committee took was to include additional items like EMD modules and interfaces for CAD upgrades and for these items to be paid for out of training money. The committee also decided that quality assurance and DOR CTO software should not be paid for with training money. The committee feels that this type of software is an administrative cost. *Steve Reinke motioned to have CTO evaluation, EMD QI, as well as, any other software a county deems useful for training eligible for reimbursement with training monies. In a policy that eventually evolves from this motion (if approved) would be that the State Office reserves the right to review software requests as reasonable and approve them. Patti VonBargen seconded the motion.* Discussion ensued regarding the motion. *The motion passed.*

♦ *There was a request to invite DOT to have a member join the E911 Advisory Committee.*

♦ *Jim Quackenbush motioned to adopt the recommendations of the Regionalization WAC workgroup as amended by the State Office as presented. Dan Aycock seconded the motion.*

♦ *Deb Welsh motioned to accept the recommendations of the Regionalization WAC workgroup as amended by the State Office with the exception that the dollars amounts be removed from the eligible implementation items and the State Office provide a policy that will delineate those dollar amounts. Jim Quackenbush seconded the motion. By a voice vote the motioned failed.*

♦ *Jon Kaino motioned to bring the Regionalization WAC workgroup recommended WAC language as amended by the State Office to the April Advisory Committee meeting for another vote. Dan Aycock seconded the motion. Dan Aycock retracted his second to Jon Kaino's motion. Steve Reinke seconded the motion made by Jon Kaino. The question was called. The motion passed, with two opposed.*